

**WHAT IS CLAIMED IS:**

1           1. A method of processing requests for information from an information  
2 network using a distributed computer system with voice recognition and audio  
3 feedback capability, wherein the computer system includes a media server, a dialog  
4 engine, and a plurality of channels coupled between the media server and the dialog  
5 engine for transmitting information between the media server and the dialog engine,  
6 the method comprising:  
7           receiving user input and information regarding a user in the media server via a  
8           call to a telephony subsystem;  
9           recognizing a voice command in the user input;  
10          requesting a dialog engine;  
11          transmitting the recognized command to the dialog engine;  
12          retrieving the requested information from the information network via the  
13          dialog engine;  
14          sharing the retrieved information between the dialog engine and the media  
15          server;  
16          converting the information text to speech format when the retrieved arrives  
17          from the information network in text format; and  
18          issuing a prompt to play the information to the user via the telephony  
19          subsystem.

1           2. The method, as set forth in claim 1, further comprising:  
2           instantiating a session object in the media server, wherein the session object is  
3 operable to:  
4           place another call;  
5           cancel a call;  
6           drop one or more calls in the session;  
7           transfer a call;  
8           append the prompt;  
9           play accumulated prompts;

10 initiate voice recognition.

1 3. The method, as set forth in claim 1, further comprising:  
 2 instantiating a session object in the media server, wherein the session object is  
 3 operable to create:  
 4 a Play Media Channel;  
 5 a Record Media Channel;  
 6 a Speech Channel;  
 7 a Text-to-Speech Channel; and  
 8 a Telephony Channel.

1 4. The method, as set forth in claim 1, further comprising:  
 2 allocating a client for the session.

1 5. The method, as set forth in claim 1, further comprising:  
 2 receiving instructions in the form of Voice XML commands in the dialog  
 3 engine from the information network.

1 6. The method, as set forth in claim 5, further comprising:  
 2 interpreting the commands and forwarding the information to the media server  
 3 for execution.

1 7. The method, as set forth in claim 1, wherein the computer system includes  
 2 a plurality of dialog engines and a plurality of media servers, further comprising:  
 3 creating a broker;  
 4 distributing the processing load across the dialog engines.

1 8. The method, as set forth in claim 2, further comprising:  
 2 validating the user information; and  
 3 transmitting a prompt to continue the session once the user information has  
 4 been validated.

1           9. The method, as set forth in claim 1, further comprising:  
2           transmitting an append prompt request from the media server to the dialog  
3           engine.

1           10. A system for processing voice requests from a user for accessing  
2           information on a computerized network and delivering information from a script  
3           server and an audio server in the network in audio format, the system comprising:  
4           a voice user interface subsystem including;  
5                 a dialog engine, wherein the dialog engine is operable to interpret  
6                         requests from users from the user input, communicate the  
7                         requests to the script server and the audio server, and receive  
8                         information from the script server and the audio server;  
9                 a media telephony services (MTS) server, wherein the MTS server is  
10                        operable to receive user input via a telephony system, and to  
11                        transfer at least a portion of the user input to the dialog engine;  
12                        and  
13                 a broker coupled between the dialog engine and the MTS server,  
14                        wherein the broker is operable to establish a session between  
15                        the MTS server and the dialog engine.

1           11. The system, as set forth in claim 10, wherein the broker is further operable  
2           to distribute a processing load across two or more of the dialog engines.

1           12. The system, as set forth in claim 10, wherein the dialog engine handles a  
2           plurality of sessions with one or more of the MTS servers.

1           13. The system, as set forth in claim 10, wherein the information from the  
2           script server is transmitted in voice extensible markup language scripts.

1           14. The system, as set forth in claim 10, wherein the information from the  
2           audio distribution server is transmitted in audio file format.

1           15. The system, as set forth in claim 10, wherein the MTS server includes a  
2           text to speech service provider.

1 16. The system, as set forth in claim 10, wherein the MTS server includes a  
2 telephony service provider.

1 17. The system, as set forth in claim 16, further comprising a telephony  
2 channel coupled between the telephony service provider and the dialog engine.

1 18. The system, as set forth in claim 10, wherein the MTS server includes a  
2 media service provider.

1 19. The system, as set forth in claim 18, further comprising a play media  
2 channel coupled between the media service provider and the dialog engine.

1 20. The system, as set forth in claim 18, further comprising a record media  
2 channel coupled between the media service provider and the dialog engine.

1 21. The system, as set forth in claim 10, wherein the MTS server includes a  
2 text to speech service provider.

1 22. The system, as set forth in claim 21, further comprising a text to speech  
2 channel coupled between the text to speech service provider and the dialog engine.

1 23. The system, as set forth in claim 10, wherein the MTS server includes a  
2 speech recognition service provider.

1 24. The system, as set forth in claim 23, further comprising a speech channel  
2 coupled between the speech recognition service provider and the dialog engine.

1 25. The system, as set forth in claim 23, wherein the speech recognition  
2 service provider includes a grammar list, and the speech recognition service provider  
3 identifies key words in the user input according to the grammar list.

1 26. The system, as set forth in claim 25, wherein the speech recognition  
2 service provider is operable to transmit recognized commands to the dialog engine,  
3 and the dialog engine is operable to control output of the scripts to the user based on  
4 the user's input.

1 27. A computer program product for recognizing commands from user speech  
2 input, for accessing information from a network, and for presenting the information in  
3 audio format, the product comprising:

4 dialog engine instructions operable to interpret commands from the user input,  
5 request the information from a server in the network, and receive the  
6 information from the server;  
7 media telephony services (MTS) instructions operable to receive user input via  
8 a telephony system, and to recognize the commands from the user  
9 input, and transfer the commands to the dialog engine; and  
10 broker instructions operable to establish a session between the MTS server  
11 instructions and the dialog engine instructions.

1 28. The program product, as set forth in claim 27, wherein the dialog engine  
2 instructions handle a plurality of sessions with one or more sets of the MTS  
3 instructions.

1 29. The program product, as set forth in claim 28, wherein the broker  
2 instructions are further operable to distribute the sessions across two or more sets of  
3 the dialog engine instructions.

1 30. The program product, as set forth in claim 27, wherein the information  
2 from the server is transmitted in voice extensible markup language scripts.

1 31. The program product, as set forth in claim 27, wherein the MTS  
2 instructions are operable to convert the information from text format to speech format.

1 32. The program product, as set forth in claim 27, wherein the MTS  
2 instructions are operable to interface with a telephony system.

1 33. The program product, as set forth in claim 27, wherein the MTS  
2 instructions include media service provider instructions.

1 34. The program product, as set forth in claim 27, wherein the MTS  
2 instructions include a grammar list of the commands that can be recognized from the  
3 user input.

- 1           35. The program product, as set forth in claim 34, wherein the MTS
- 2 instructions are operable to transmit recognized commands to the dialog engine, and
- 3 the dialog engine instructions are operable to control output of the scripts to the user
- 4 based on the user's input.